

How do I troubleshoot & report mail delivery issues?

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Mail delivery issues refer to occurrences when mail delivery is expected, but fails. There are a number of possible causes of mail delivery failure. This page will cover the most common causes to help you troubleshoot.

Troubleshooting Mail Delivery Issues

- Invalid email address: Email addresses are entered incorrectly more often than one might think. Always begin by making sure the address and domain was spelled correctly. Also, be sure that the sender did not confuse generic top-level domains either (e.g. .com confused with .net, .edu, and so on).
- Message marked as spam: Did Google or Microsoft mark the message as spam? It is good to take a look in the intended recipient's spam folder to see if this is the case.
- Account not yet provisioned in Gaggle: When new accounts are provisioned in Google or Microsoft, they will be created in Gaggle within one hour. For this reason, if the mail delivery is applicable to a newly created account, wait for an hour and try again. This only applies to groups that are being reviewed.
- Compliance rules in Google: Aside from the rules created for Gaggle content analysis, no compliance rules should be added to OU that are being reviewed in Google, because it can interfere with mail flow. For example, if you restrict email to your district domain in Google, mail flow to reviewed groups with students will be disrupted.
- Message failure due to other Google settings: There are other Google-related factors that might explain mail failure. Visit [Google's Email log search help page](#) to learn more on troubleshooting mail delivery.
- Blocked Student Content: If the content was sent to or from a student, then it might have been blocked due to possibly inappropriate content. If this is the case, the content will be released soon, or the student's administrator or emergency contacts will receive a notification pertaining to the communication. Note: teacher-student communications are not blocked, but reviewed after the fact.
- Mail Delays: delays can be caused by Google, Microsoft or Gaggle. Gaggle can only cause mail delays for accounts that belong to groups that are being reviewed, whereas Google and Microsoft mail delays can affect any groups.

Reporting Mail Delivery Issues

If none of the explanations above accounted for your mail delivery failure, please don't hesitate to contact Gaggle Customer Support and have us look into it. To do so, please provide us with the following information in an email:

1. If you or the original sender received a failed delivery email message (e.g. Mailer-Daemon), forward that message to support@gaggle.net, along with the following information.
2. The original sender's email address.
3. The intended recipient's email address.
4. The date and time the message was originally sent (the more approximate this information is the quicker we can look into it).
5. The full message header information for the failed message can be helpful as well, if you're the sender.

If you need assistance providing any of this information, don't hesitate to contact Customer Support at 800.288.7750, support@gaggle.net, or Live Chat first.

No labels